Black Hills Energy conducts a pipeline public awareness program on behalf of these companies or towns:

- Absolute Energy, LLC
- Ag Processing, Inc. – Mason City, IA
- Ag Processing, Inc. – Algona, IA
- Archer Daniels Midland Company/Fremont
- Arkalon Ethanol, LLC
- City of Abbyville, KS
- City of Attica, KS
- City of Waukee, IA
- Corn LP
- DuPont
- Flint Hills Resources
- Green Plains Ethanol
- Haven Steel
- Homeland Energy
- Mid-Kansas Electric Co
- POET Bio-refining
- Sioux City Brick & Tile
- SIRE, LLC
- Sunflower Electric Power Co
- Town of Aguilar, CO

Important numbers: Always have them handy

Black Hills Energy emergency number **800-694-8989**

Public service emergency number **911**

Black Hills Energy Customer Service **888-890-5554**

Black Hills Energy Customer Service (Cheyenne, WY) **866-264-8003**

National One-Call (Call Before You Dig!). **811**

Additional information

- To view and download maps of transmission pipelines in your area, visit the National Pipeline Mapping System at **www.npms.phmsa.dot.gov/PublicViewer.**
- Learn more about our gathering, transmission and larger distribution pipelines, including un-odorized line segments, in relation to the address you specify at **www.pipelinesnearby.org**.
- Visit our website at **www.blackhillsenergy.com**.
- For more information about pipelines, compressor stations, or storage facilities in your community, contact us at **888-890-5554.**
- For NENA recommended dispatcher protocol for pipeline emergencies (Standard 56-507), visit **www.nena.org.**
- For the PHMSA Emergency Response Guidebook, visit **www.phmsa.dot.gov/hazmat/library/erg.**
- For the PAPA Emergency Response Guidebook, Training Scenarios and Videos, visit **www.pipelineawareness.org.**

Pipelines safety information for emergency response officials

Keep with emergency response training and reference materials

Black Hills Energy
Improving life with energy

811 Know what's below. Call before you dig.

Know what's below: Call before you dig.

If you smell gas, call Black Hills Energy's emergency number at **800-694-8989.**

168H-EO

Gas Engineering
1102 East First Street
Papillion, NE 68046

In your role as an emergency response official, we are your partner in maintaining safety and responding to a pipeline incident, in the unlikely event one should occur.

Our first priority is to protect life, second to protect property and third to maintain service. One way we support safety is to inform you of natural gas pipelines we own or operate in your jurisdiction.

Pipeline purpose and reliability

Natural gas pipelines are the safest way to move natural gas from place to place. In the United States, a vast network of pipelines delivers the many benefits of natural gas energy to millions of consumers nationwide.

Gathering lines transport gas from the production site to processing facilities and connect to transmission lines that carry gas from one part of the state to another. Our distribution lines run throughout neighborhoods and connect to homes and businesses. Pipeline operators follow stringent safety standards with regard to design, construction, operation, maintenance and security. For safety's sake, we regularly patrol our pipelines and follow a carefully planned maintenance and replacement schedule.

Natural gas has been a proven, popular solution to our country's energy needs for more than a century

Natural gas is:

- An abundant source of energy, with U.S. supplies projected to last at least another 100 years.
- The cleanest fossil fuel, placing it at the forefront of green energy initiatives.
- A domestic source of energy found throughout North America, helping to reduce our dependence on foreign oil.
- A reliable source of energy, with outages seldom occurring, usually confined to a relatively small area, and generally lasting less than a few hours.

Black Hills Energy

Hazard awareness and prevention measures

Natural gas is a clean-burning, efficient fuel that is colorless, tasteless and lighter than air. It's also odorless in its natural state. So to help people detect leaks, utilities add a foul-smelling odorant to the fuel before sending it to all urban and most (but not all) rural consumers.

Natural gas is mostly methane, which is flammable and explosive when mixed with oxygen in proportions identified by upper and lower limits. For natural gas, the lower explosive limit is 5 percent gas in air, and the upper explosive limit is 15 percent gas in air. Outside of that range, gas is either too rich or too lean to burn.

But be warned: Just because the mixture is outside the explosive limit in one area does not mean an explosive mixture does not exist somewhere else in the structure. Even a tiny spark can ignite the gas where the mixture falls inside the explosive limit. To protect the pipelines and communities we serve, we perform employee training, regular maintenance and testing, corrosion protection, and inspections to check for leaks and damage.

For more specific information about the potential hazards and how to prevention measures, call our customer service number at **800-890-5554**.

Product	Leak Type	Vapors	Health Hazards	Fire Hazards
Natural gas	Gas	Lighter than air	Extremely high concentrations may cause irritation or asphyxiation	Extremely flammable and easily ignited by heat, sparks or flames. Explosive in enclosed areas

Leak recognition

The following symptoms are representative of a leak, but this shouldn't be considered a complete list.

What you may SEE:
- Unexplained areas of dead vegetation where the surrounding area is green.
- A meter dial that continues to move after all natural gas appliances and equipment have been shut off.
- Blowing dirt or bubbling water.

What you may SMELL:
- In all urban and most (but not all) rural settings, natural gas utilities add an odorant to the gas. Most people compare the odor to the smell of rotten eggs or another peculiar odor. Regardless, most people agree that it's not a pleasant smell.

What you may HEAR:
- Listen for a hissing, roaring or bubbling sound from the ground or standing water near a pipeline.

Emergency preparedness

In the unlikely event of an emergency, our priority is first to protect life, then property and then service. We have an emergency plan for each town we serve, and that plan is available to you at each local office.

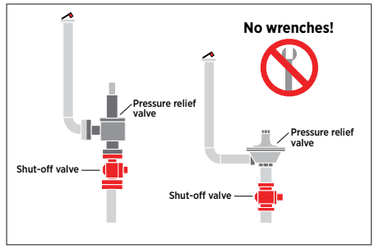
We maintain close relationships with local emergency response officials. These partnerships help prevent incidents and keep us constantly prepared to respond immediately and effectively in the unlikely event of an emergency.

When responding to a natural gas pipeline emergency, always make sure your dispatch has called our emergency number at **800-694-8989**.

Some key steps for emergency responders

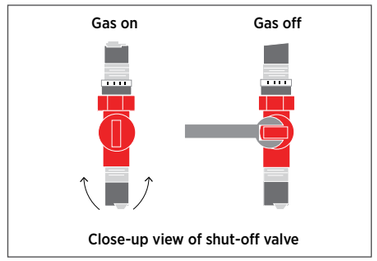
1. Assess the situation
2. Isolate and secure the area (Protect the public)
3. Contact the pipeline operator
4. Work in partnership with the pipeline operator

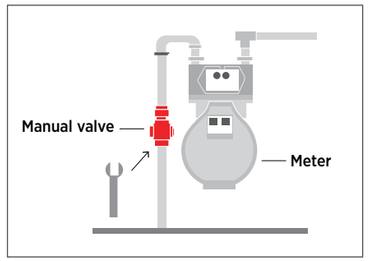
Gas meter shut-off valves



Do not attempt to close a shut-off valve on a meter set that includes a pressure relief valve. Shut-off valves on these meter sets are typically locked and should remain open.

Gas can be shut off at the meter with a quarter turn of the shut-off valve. Closed valves should remain closed until opened by utility personnel. Consult utility personnel before closing valves on commercial or industrial meter sets.





In-person training to help emergency responders prepare and practice response tactics may be available in your area. Call our customer service number at **888-890-5554** for more information.

Pipeline location information

Most natural gas pipelines are buried out of sight. But they should never be out of mind.

Pipeline signs, as shown, are placed where pipelines intersect public roads, river crossings and railways. They explain what the pipeline carries and provide the pipeline operator's name and phone number in case of an emergency.

Pipeline signs do not indicate the exact location or depth of the pipeline and may not be present in certain areas. Always call 811, even when you're digging by a marked pipeline.

Responsibilities by department, agency and organization

911 operator	Emergency management
• Gather as much information as possible regarding the pipeline and/or who may own it. • Give instructions to the caller about how to evacuate the area. • Contact the pipeline operator immediately	• Coordinate with local, state and federal agencies as needed. • Disaster preparedness (e.g., planning, training, exercises). • Coordinate resources.
Law enforcement	**Fire department**
• Secure the area. • Crowd control. • Traffic control. • Assist with evacuation.	• Assist in setting up incident command. • Establish hot, warm and cold zones. • DO NOT close main pipeline valves. (Customer meter valves can be closed) • DO NOT extinguish natural gas fires. (Fire consumes the natural gas and prevents it from spreading dangerously to other locations)
Emergency medical services	**Pipeline operators**
• Use caution when entering the area. • Assess health hazards. • Provide medical assistance. • Always be aware of all ignition sources.	• Dispatch personnel to the scene as soon as contacted. • Arrive at the scene and become part of incident command. • Shut down pipeline if required. • Provide assistance with air monitoring.

Integrity management and high consequence areas Your role as an emergency responder

Our integrity management plan focuses on transmission lines located in areas our industry defines as "high consequence areas." These are places people congregate, including playgrounds, hospitals, churches, schools, daycare facilities, retirement homes and correctional facilities.

Emergency responders must be aware of high consequence areas and stand ready to respond if called upon. As your partner in responding to gas-related incidents, we urge you to contact us so we can work together to synchronize lists and review how we would coordinate our response.

Our integrity management plan is designed to provide a safe and reliable transmission pipeline system by monitoring and acting upon threats to pipeline safety in a systematic way. The plan provides for an initial assessment of pipeline integrity and periodic confirmation of the pipeline's integrity through continuous inspection, testing and assessment of historical data. As part of our integrity management plan, we request that you inform your local operations office of any identified high consequence area sites along our natural gas transmission lines.

A good place for emergency personnel to start a review and coordination of our shared response is the one-page overview of our integrity management plan at **www.blackhillsenergy.com/pipeline-integrity**